

***Integrating Public and Private Service Delivery Systems for Women, Children and Their Families***



**Phyllis Sloyer, RN, PhD**

AMCHP Past President and Health Care Consultant



**Colleen Kraft, MD**

Associate Professor of Pediatrics

Virginia Tech Carilion School of Medicine

Colleen A. Kraft, M.D., FAAP is an Associate Professor of Pediatrics at the Virginia Tech Carilion School of Medicine, and Transitional Year Program Director, Carilion Clinic. Dr. Kraft is a primary care pediatrician with Carilion Pediatric Associates. She is a co-author of the book *Managing Chronic Health Needs in School and Child Care*. Dr. Kraft attended Virginia Tech as an undergraduate, and completed her M.D. at the Medical College of Virginia. She trained in Pediatrics at the Medical College of Virginia Hospitals, and

served as a primary care pediatrician in private practice in Richmond, Virginia before her faculty appointment at Virginia Tech Carilion. Dr. Kraft was appointed to serve on the Virginia Interagency Coordinating Council and sits on the Board of the Virginia Early Childhood Foundation. Dr. Kraft is a past president of the Virginia Chapter of the American Academy of Pediatrics. She serves on the National Medical Home Initiatives Project Advisory Committee.



**Deborah Garneau, MA**

Special Needs Director

Rhode Island Department of Health

Deborah Garneau is the Chief of the Office of Special Health Care Needs at the RI Department of Health. In this position she is responsible for the supervision, management, and leadership of the Office's three program areas including Pediatric Specialty Services, Disability and Health and Family Support and Empowerment. The Office manages over \$1.1M in community performance based contracts, the scope of which include medical home enhancement, youth medical transition, emergency preparedness for people with disabilities, service delivery system development, establishment of

linkages between primary and specialty care, provision of parent support, health promotion for people with disabilities, resource development for parents and professionals, and comprehensive surveillance and building of quality, performance-based systems of care. In addition to direct contract management, Ms. Garneau is responsible for collaborating with state agencies and community providers in establishing policy to ensure an integrated special needs service delivery system for the provision of direct services for children and youth with special health care needs (CYSHCN) and their families. Ms Garneau served as a mental health clinician and administrator with at-risk children and their families prior to state service.



**Alison Croke, MHA**

Senior Health Program Development Specialist, ACS, Inc.  
Rhode Island Executive Office of Health and Human Services

Alison Croke is a Senior Health Program Development Specialist working with the Rhode Island Executive Office of Health and Human Services (EOHHS). In this capacity she works with senior Medicaid agency staff to create new managed care programs for Medicaid clients, including a dental managed care program for children and a managed care program for adults with disabilities. Prior to joining EOHHS, Ms. Croke worked as a Senior Project Manager at Neighborhood Health Plan of Rhode Island, a nonprofit Medicaid-only health plan. At NHPRI, she assisted the Chief Medical Officer and Chief Executive Officer with various corporate priority projects. Additionally, Ms. Croke worked at the Center for Health Care Strategies (CHCS) on several Robert Wood Johnson Foundation funded national programs focused on developing health care delivery systems for vulnerable populations. Ms. Croke has a Bachelor of Science in Biological Sciences from the University of Vermont, and a Master of Health Administration from the Medical College of Virginia, Virginia Commonwealth University.



**Nora Wells, MEd**

Director of Programs, Co-Director  
National Center for Family Professional Partnerships  
Family Voices, Inc.

Nora Wells, Director of Programs and Co- Director of the National Center for Family/Professional Partnerships (NCFPP) at Family Voices, has been a family advocate for over 30 years, focused on improving the quality of services for children with special needs through effective family-professional partnerships. She works closely with family leadership in every state who are actively engaged in innovative and collaborative initiatives between public and private systems and will share knowledge and insights from the family perspective. Ms. Wells is the parent of 3 adult children, one of whom has special needs.